GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3245
ANSWERED ON:10.08.2015
Delhi Shatabdi Trains
Patil Shri Kapil Moreshwar

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways are aware of falling standard of upkeep, services and staff behaviour in Delhi-bound Shatabadi trains;

(b) if so, the number and details of complaints received by the Railways in this regard during the last one year; and

(c) the steps taken/being taken to retrieve the situation?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a) Maintenance and upkeep of Delhi Shatabdi trains coaches is a continual requirement and this is carried out periodically during laid down maintenance schedules. Escorting staff is regularly counseled for proper behaviour and courteousness.

(b) There have been about 22 recorded passenger complaints which have been lodged in 14 Shatabdi trains during 2014-15, details are as under:
1. Cleanliness including Pest & Rodent -15
2. Watering in coaches -01
3. Passenger Amenities -06

(c) Thorough cleanliness and hygiene of coaches is ensured before origination of the Shatabdi trains.

On Board Housekeeping Services (OBHS) is operational in all Shatabdi trains for frequent cleaning of coach toilets doorways, aisles and passenger compartments during the run.

The monitoring of feedback forms is regularly done and remedial action is taken whenever required.

Regular inspections are carried out at different levels to monitor the standard of upkeep, services and staff behaviour in Delhi-bound Shatabdi trains. For any lapse in this regard, concerned agency/staff are penalized as per merit of the case.

*****